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August 23, 2012

VIA ELECTRONIC FILING

Jocelyn G. Boyd, Esquire
Chief Clerk & Administrator
Public Service Commission of South Carolina
101 Executive Center Drive
Columbia, South Carolina 29210

Re: Application of Tega Cay Water Service, Incorporated for Adjustment of Rates and Charges
Docket No. 2012-177-WS

Dear Ms. Boyd:

Enclosed please find an email received by the South Carolina Office of Regulatory Staff ("ORS") from an interested consumer in the above referenced matter. By this letter, ORS is providing a copy of the email so that the consumer may be added to consumer comments posted on the Commission's website.

Respectfully submitted,


Jeffrey M. Nelson

Enclosure

cc: Scott Elliott, Esquire (via e-mail)
Charles L.A. Terreni, Esquire (via e-mail)
John Hoefer, Esquire (via e-mail)
Ben Mustian, Esquire (via e-mail)

Campbell, Chad

From: Jolene [joje@comporium.net]
Sent: Tuesday, August 21, 2012 10:34 PM
To: Campbell, Chad; dpieper@tegacay.com
Subject: TCWS / Utilities Inc. Protest letter

Mr. Campbell,

I am writing you to see if you can pass my protest letter to Public Service Commission.

There seems to be a problem emailing them at their email address.

Jolene Church

Public Service Commission of South Carolina
101 Executive Center Dr., Suite 100
Columbia, SC 29210
Phone: 803-896-5100
Fax: 803-896-5199
www.psc.sc.gov

Date: *8-21-2012 in Docket - 2012-177-WS

*** Required Fields**

Email form to: contact@psc.sc.gov

Protestant Information:

Name *Jerry & Jolene Church

Mailing Address *4079 Point Clear Dr.

City: Tega Cay State: SC Zip: 29708 Phone: 803-548-5523

E-mail: joje@comporium.net

1. What is your connection or interest in this case? * For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)

Jerry & I are unhappy customers (12 years) of Tega Cay water Service/Utilities Inc.

2. Please give a concise statement of your protest. * (This section must be completed. Attach additional information if necessary.)

If there is a problem you can't get through to them, you get a voice mail & they do not call you back!

They are rude to us (their customers).

Their (TCWS) 800 number is somewhere in Florida & that's not much help either, you might see someone hours later.

They have given us late water boiling warnings days after they should have. We could have gotten sick from this.

They have made so many promises such as taking the old well houses down, better service etc. that I know I don't TRUST this company with anything including the lake.

They don't care if our water quality is good or not.

They do not care how our City looks.

They have water treatment plants that are ugly and falling apart. One (water treatment plant) that is not in use is a mosquito haven.

We have asked and begged them to fix this and they will not comply.

They only care that their company & the shareholders make money and they look good on paper.

Where did our money go the last 3 times?

The last rate hike was around to 2 years ago & the small improvements seen does not justify the rate hike in 2010 much less warrant an additional burden for the citizens of Tega Cay in the form of another rate hike.

3. Do you wish to make an appearance at a hearing in this proceeding, if scheduled, and offer sworn testimony? *

Not at this time but please add me to their (TCWS/Utilities Inc.) complaints.

Please do not allow this company another Rate Hike that they DO NOT deserve.

Jerry & Jolene Church